

# Stakeholder Meeting

*June 3, 2008*

21<sup>st</sup> Century Project



# Agenda



## Project Overview

- Meet the Team
- Project Status
- Project Activities
- Project Timeline

## Team Activities

- Information Gathering
- Organizational Readiness
- Technical Overview

## System Demonstration

- Personnel Administration

## Wrap-Up

- Next Steps
- Evaluations
- Q&A

# Project Overview



# Meet the Team



**Partnership & collaboration across 150 team members!**



Project Sponsor  
21<sup>st</sup> Century Project



Software Provider



System Integrator



IV&V



What have we been up to...

## ■ Blueprint Phase

- ✓ Conducted workshops with department HR Subject Matter Experts
- ✓ Documented "blueprint" of future-state business process requirements
- ✓ Developed high-level system design and architecture

***KEY OUTCOME: COMPLETED HIGH-LEVEL DESIGN***

# Project Activities

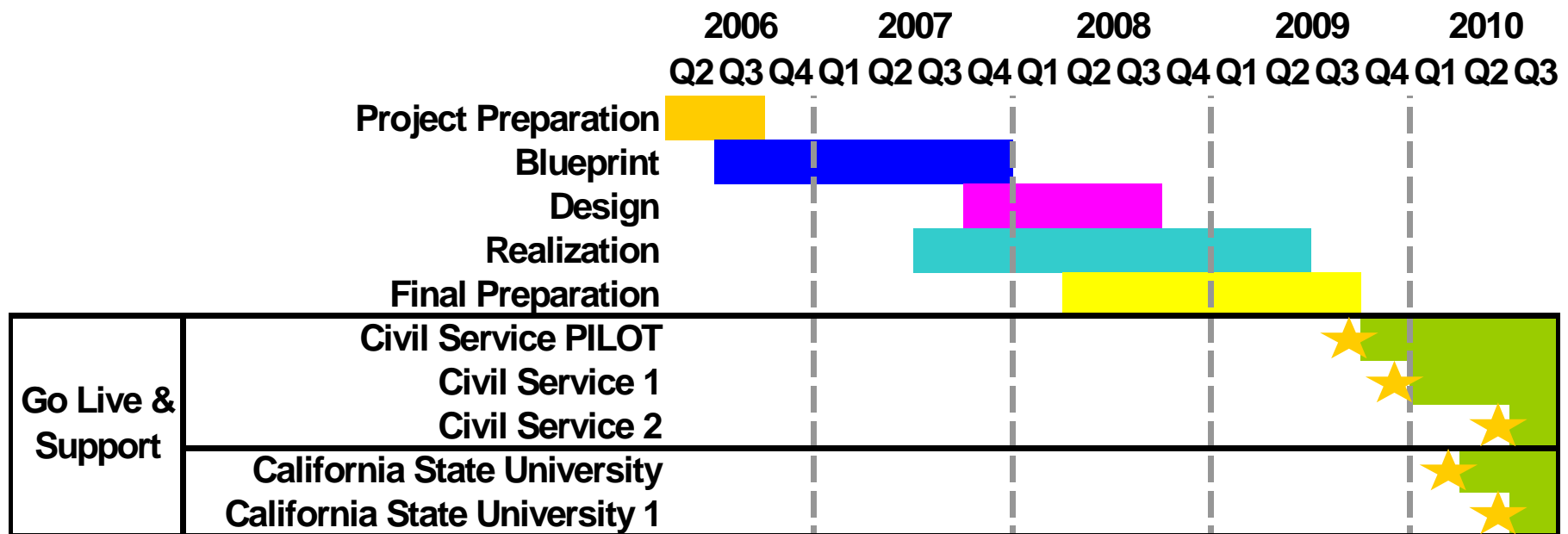


## Design/Realization Phase

- Preparing to initiate departments' deployment activities
- Gathering additional information from departments
- Resolving gaps (i.e., concurrent employment, retroactivity, etc.)
- Developing interfaces, reports
- Testing completed (unit, user acceptance, integration)
- Communicating with stakeholders and state leadership
- Finalized the deployment approach
- Working with existing and emerging systems
  - ❑ FI\$CAL
  - ❑ CSU
  - ❑ CALSTARS
  - ❑ CALPERS
  - ❑ SCO FISCAL
  - ❑ BIS

***KEY OUTCOME: FINALIZED DETAILED DESIGN***

# Projected Project Timeline



# Team Activities: Information Gathering



## Objective

- Complete Civil Service Design Phase
  - Business Blueprint
- Begin System Build Phase
  - Configuration
  - Development



# Information Gathering Design Sessions



## Overview

- January 2008 – May 2008
- Conducted 47 design sessions covering many design topics

## Purpose

- Obtain and validate knowledge of business processes
- Discuss and share future design

## Collaboration

- Participation and support from:
  - Control Agencies
  - Special Business Partners
  - Departments



## Information Gathering Achievements (examples)

- Information provided by departments resulted in accepted designs in the following areas:

- ☐ Disability
- ☐ Time Keeping
- ☐ Rural Health
- ☐ Accounts Receivable
- ☐ Garnishments
- ☐ Retirement



# Team Activities: Organizational Readiness





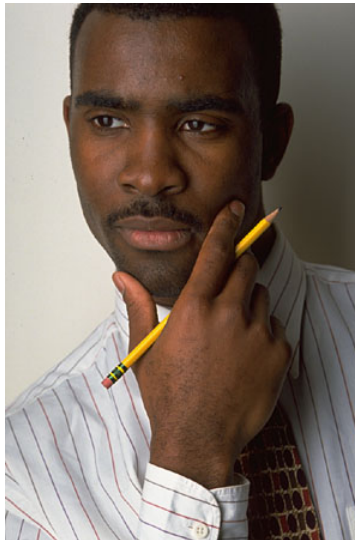
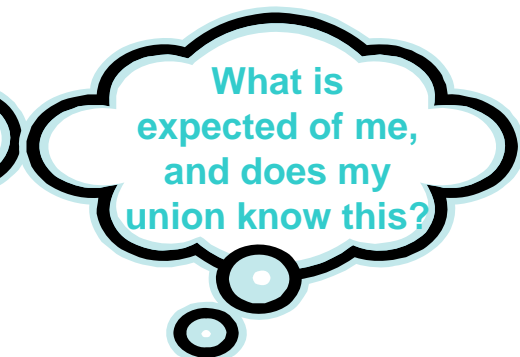
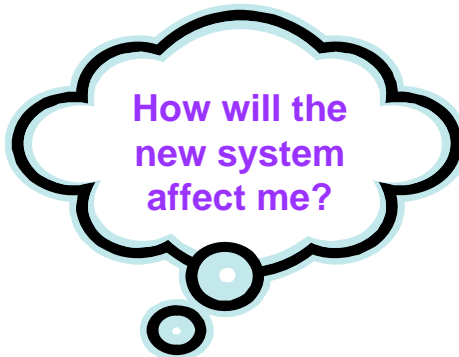
## What is Organizational Readiness?

*Organizational Readiness proactively addresses the “people-related” activities that must be managed to achieve a successful implementation.*

### Key Objectives:

- Effective implementation of the new SAP HR/Payroll application with minimal disruption to existing services
- Assess and monitor organizational risk and readiness
- Address organizational implications
- Mobilize and align stakeholders and State Leadership

# Before Organizational Readiness...



# Organizational Readiness Key Activities



- Preparing departments for Go-Live
- Communicating to stakeholders and leadership
- Ensuring system configuration complies with union contracts & legal authorities
- Transitioning the workforce to new job duties
- Collaborating with our Business Partners
- Educating end users
- Motivating the HR employees



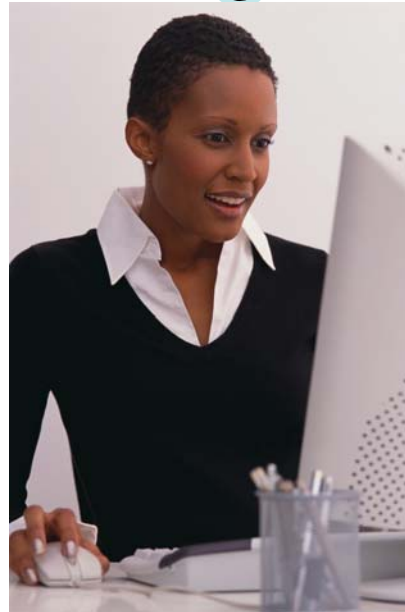
# After Organizational Readiness...



Change is  
always hard,  
but this will be  
worth it.

This will  
make my job  
SO much  
easier.

I'm glad that  
I was told about  
the changes.  
I feel involved.



# Organizational Readiness Programs



- Mobilization and Alignment
- Labor
- Workforce Transition
- Communications
- End User Training
- Deployment

# What Organizational Readiness Needs from You!



## **Act as ambassadors for the project**

- ✓ Present a positive and forward attitude about the project

## **Act as champions of change**

- ✓ Encourage your colleagues to embrace the coming changes



## DEPLOYMENT: Enabling Departments to smoothly transition employees, leadership and organizations through Go-Live

- Statewide deployment activities start minimally 9-12 months prior to a department's Go-Live
- By Summer 2008, the following activities will occur:
  - ❑ Cabinet will be informed about the project
  - ❑ Communications with Department Directors will have started
  - ❑ Deployment Communications will start
  - ❑ Deployment Kick-Off meetings will be conducted
  - ❑ Department Support Teams (DST) will be identified
    - DSTs will be staffed with Departmental resources and will facilitate the transition to the new system within the Department



# Department Support Team Overview



## Department Support Teams: Our “Special Agents” in the departments

DSTs will assist the project in the following areas:

- Providing DST Coordinator to facilitate deployment activities within the Department
- Gathering information needed to finalize configuration and test the system
- Communicating project information and status to their Department
- Coordinating efforts requiring departmental resources for go-live preparation; such as User Acceptance Testing, Training, etc.



# Training Approach & Objectives



**APPROACH:** The 21<sup>st</sup> Century Project End User Training approach is designed to equip end users with the knowledge and skills necessary to perform effectively in their roles in the SAP environment.

## **OBJECTIVES:**

- Promote understanding of the new processes and SAP software solution
- Transfer the knowledge and skills needed to perform the processes and system activities related to the work end users do every day
- Build the level of end user confidence in performing their jobs in the SAP environment
- Assess and evaluate training effectiveness and learner progress on an ongoing basis
- Create a flexible training program that not only supports the initial 21<sup>st</sup> Century Go-Live but also supports ongoing and new hire training needs

# Training Methodology



- Analyze and Assess Training Needs
- Design Training Curriculum
- Implement Training
- Evaluate Training
- Provide Ongoing Training and Support

# Training Delivery Model



- Presentation of new system concepts and business processes
- Crosswalk from legacy to new system
- Instructor-led demonstrations
- System Simulations
- Hands-on practice in Training Environment
- Class discussion and answer
- Introduction to online training resources and materials
- Web-based Training Sessions
- e-Learning Courses

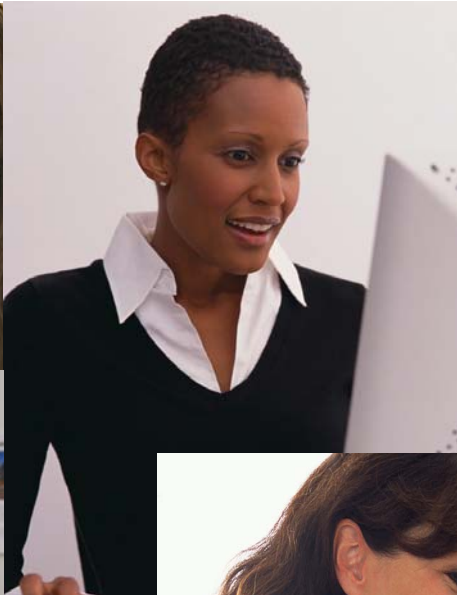
# Training Facilities



- Nine new classrooms in downtown Sacramento



# The End Result – User Self Sufficiency



# Team Activities: Technical Overview

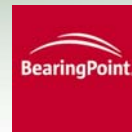


# Technical Overview



- PC Requirements
- Security Roles Overview
- Self Services Overview

# PC Requirements



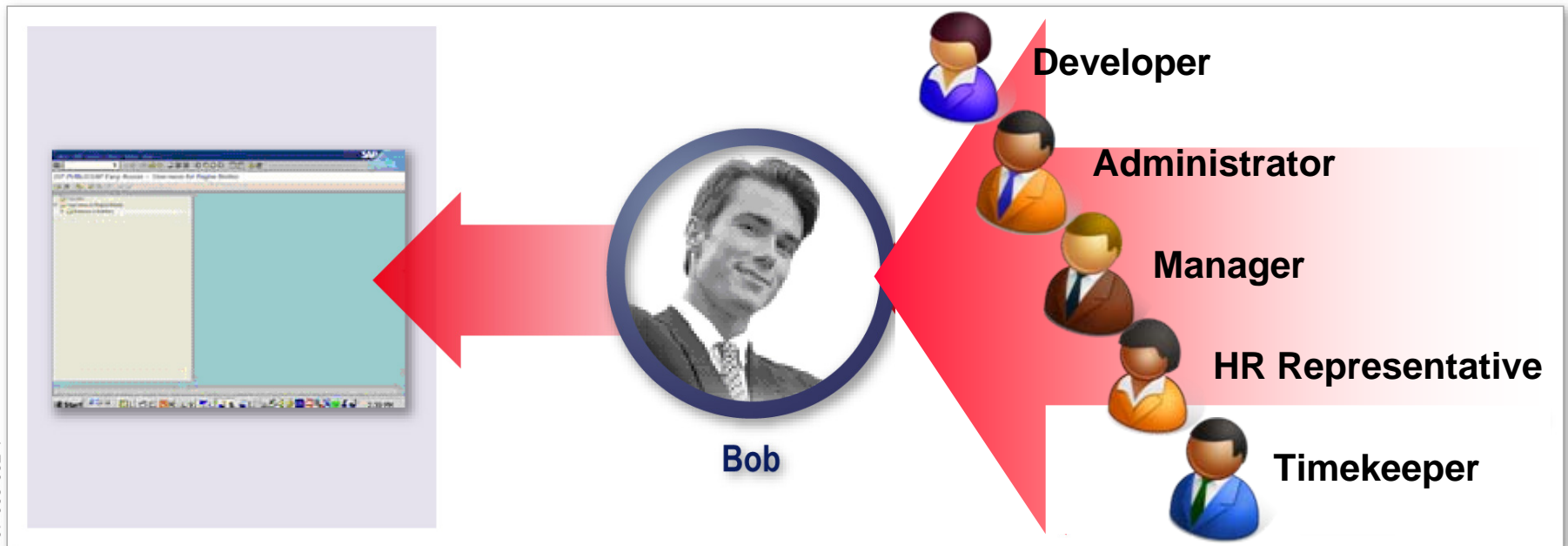
The PC Requirements are the same for an HR specialist or ESS/MSS user.

- Windows 2000 or XP operating system
- 1 GHz or better processor
- 512 MB or higher memory
- 512 MB or higher disk storage
- 1024x768 video resolution
- Internet Explorer 6.0 SP2 or higher
- Adobe Acrobat Reader 7.0 or higher

# Security Roles Overview



**Security Role**—A role is the first level for defining user access to the SAP system. In defining a role, scripts and/or transactions are assigned to a role based on required functionality necessary to complete the job responsibility for a given role. A user may be granted or assigned to more than one role.



07-035-052-1



## Role Design and Approach

Proper implementation of authorizations is a critical ingredient for SAP security maintenance. The following points highlight the Role design and approach.

- ☐ Define organizational roles
- ☐ Identify functions (menu options) associated with each role
- ☐ Identify authorizations required for each function
- ☐ Design authorizations and roles
- ☐ Create authorizations and roles in the development system
- ☐ Test authorizations and roles in the quality assurance system
- ☐ Assign roles

# Self Services Overview



Self Services is a centralized, web-based application which empowers employees and managers to handle job-related tasks and to access information without contacting HR personnel.

Examples of Self Service functionality may include:

- Ability to view and print pay stubs
- Ability to modify personal information (address/contact details etc)
- Ability to change withholding
- Ability to electronically submit forms for certain HR processes

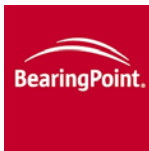
# Advantages of Self Services



- 24/7 availability of the system
- Better access to personal data = more accurate data and informed decisions
- Streamlined approval process
- Paper reduction = green solution
- Allows manager access to employee data\*
- Enable HR department resources to conduct more strategic tasks

\*Access is limited to the employees assigned to the manager

# System Demonstration: Personnel Administration



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# Personnel Administration (PA) Agenda



- Enterprise Structure
- System Configuration
- Infotypes
- Infogroups
- Mapping Legacy to new system
- PA Action Types/Reason Codes
- System Demonstration

# Enterprise Structure



The Enterprise Structure defines employees according to factors relevant to time and payroll.

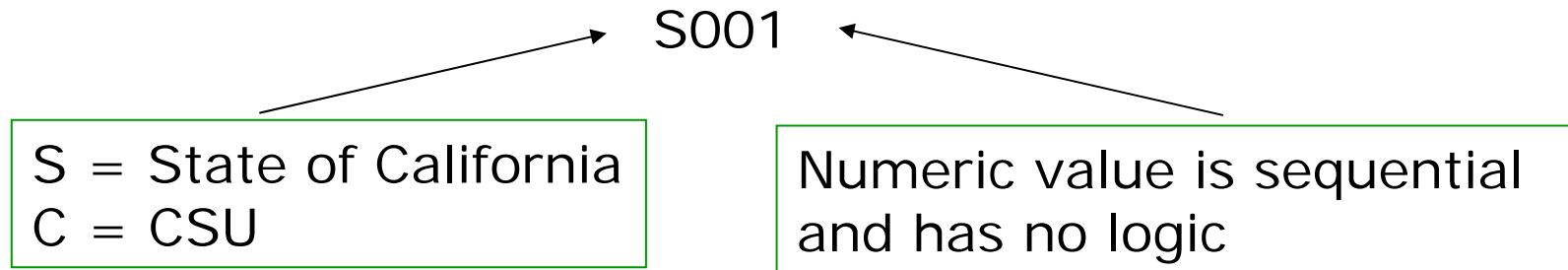
## Enterprise Structure Elements:

- Personnel Area
- Personnel Subarea
- Employee Group
- Employee Subgroup

# Enterprise Structure - Personnel Area



The Personnel Area represents the Department in which the assignment is made.



Examples:

S001 – State Controller's Office

S031 – Employment Development Dept.

S052 – Dept. of Military

# Enterprise Structure – Personnel Subarea



Personnel Subarea represents the CBID of the employee in the assignment.

Example:

R01 – Rank and File Unit 01

S02 – Supervisory Unit 02

E97 – Excluded

# Enterprise Structure – Employee Group



Employee Group represents the Salary Per and the Time Base of the employee in the assignment.

The design is based on combinations that exist today.

Values:

- 1 – Monthly Full-Time
- 2 - Monthly Part-Time
- 3 - Monthly Indeterminate
- 4 - Hourly Full-Time
- 5 - Hourly Intermittent
- 6 - Daily Full-Time
- 7 - Daily Intermittent
- 8 - Daily Indeterminate
- H - Non-pay Employees

# Enterprise Structure – Employee Subgroup



The Employee Subgroup represents the tenure of the employee in the assignment.

Employee Subgroup must be attached to an Employee Group.

Values:

- 01 – Permanent
- 02 – Limited Term
- 03 – Temporary
- 04 – Career Executive Assignment
- 05 – Emergency
- 06 – Annuitant (Returning Retiree)
- 07 – Returning Disability Retiree

# System Configuration



- System configuration is changing the 'look' and 'feel' of SAP so that the results are specific and relevant to the State of California's business processes and rules
- This is dictated by our Request for Proposal requirements and business rules



An infotype is a logical grouping of data fields.

- Example: Infotype 0006 Address contains the employee's address type, address, city, county, state, zip code, and telephone number

Some infotypes have subtypes which provide further groupings of related data.

- Example: Infotype 0006 Address contains multiple address types such as; mailing address, work address, and home address



An infogroup is a grouping of infotypes that can be configured to be presented in a sequential order during an action.

Listed are the infotypes needed for an Assignment Change infogroup:

0006 - Address

0001 – Organizational Assignment

0007 – Planned Working Time

0008 – Basic Pay

0024 – Qualifications

0041 – Date Specifications

# Mapping Legacy to SAP



The current legacy Employment History (EH) Personnel Action Request (PAR) transactions are divided into three categories:

- Appointment Transactions
- Miscellaneous Transactions
- Separation Transactions

# Mapping Legacy to New System



In SAP Transaction Groupings are called Action Types. Within each Action Type is a grouping of reasons that further categorize similar types of transactions for that Action Type.

New Hire Action type has the following reasons:

- List Appointment (Permanent)
- List Appointment (LT)
- TAU Appointment
- DPA Exempt
- Non-Testing Class

# Mapping Legacy to New System



SAP Action/Reason Codes will replace the legacy EH PAR transactions in SAP.

Example:

- A01 Appointment = New Hire Action/List Appt. Reason Code
- A01 Appointment = Assignment Change Action/List Appointment (Perm) Reason Code

# PA Action Types



SAP Action Types will replace the current legacy EH transactions:

- New Hire
- Concurrent Assignment
- Assignment Change
- Mandatory Reinstatement
- Rehire
- Salary Change
- Work-Related Injury/Illness
- Return From Work Related Injury/Illness
- Temporary Separations
- Permanent Separations

# Action/Reason Codes



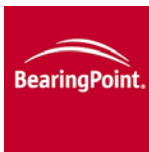
ACTION	REASON CODE
Assignment Changes (various types appts) Example	<b>List Appointment (Perm.)</b>
	<b>List Appointment (LT)</b>
	<b>Transfer Same Dept./Same Class</b>
	<b>Transfer Same Dept./Different Class</b>
	<b>Permissive Reinstatement (Perm. Or LT)</b>
	<b>Judicial Council Exempt</b>
	<b>Voluntary Demotion</b>
	<b>Time Base Change</b>
	<b>CEA Appointment</b>
	<b>TAU Appointment</b>
	<b>Non-Testing Class</b>
	<b>Training and Development Assignment</b>
	<b>Emergency Appt. - Short Duration</b>
	<b>Reorganization</b>
	<b>Skilled Trades (Casual Employ.)</b>



★ ★ PLEASE NOTE ★ ★

*Content and design shown during this demonstration will be modified before Go-Live as system configuration is finalized and system testing results in system updates.*

# Wrap-Up



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# Next Steps



- Continue Stakeholder Letters and Periodic Meetings
- Kick-Off Department Deployment Activities
- Complete Design Phase
- Continue Realization Phase
  - Finalize System Configuration
  - Start system testing

Contact us anytime at:

[21stCentury@sco.ca.gov](mailto:21stCentury@sco.ca.gov)

Visit the website

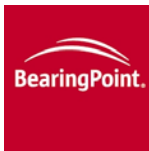
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# Evaluations

Please complete the evaluations and return to attendees.



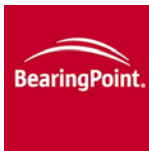
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# Evaluation Topics



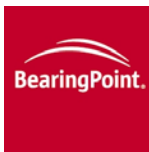
- Better understanding of Project
- Better understanding of Project impact to my organization
- Meeting met my expectations
- Presenters were knowledgeable about their topics
- Better understanding of specific topics presented

# Questions and Answers



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# Thank You!



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